GOVERNMENT OF INDIA
FINANCE
LOK SABHA

UNSTARRED QUESTION NO:4664
ANSWERED ON:25.04.2008
SECURITY OF ATMS
Sugavanam Shri E.G.

Will the Minister of FINANCE be pleased to state:

(a) whether the Government is aware that many of the ATMs lacks adequate security and the public are fearing to use the ATMs in the country particularly in Chennai:

(b) if so, the details thereof; and

(c) the steps taken by nationalized banks to improve the security of ATMs at least in the sensitive and other locations in the country?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI PAWAN KUMAR BANSAL)

(a) &(b) Reserve Bank of India (RBI) has reported that a few instances have been brought to their notice where attempts were made by some persons to use plastic cards other than credit/debit cards at ATMs to effect withdrawal of cash particularly at Chennai.

(c) RBI had issued a circular to banks, on 26th June, 2006 advising the banks to take various preventive measures to combat frauds, relating to skimming of ATM/Debit/Credit Cards that can result in fraudulent withdrawals through ATMs. Operational/ security measures to be adopted by banks at ATM centres were also elaborated in the said circular. Banks were also advised to educate the customers through handouts, e-mails, display at ATM terminals, web-site etc.